

Construction / Architecture / Engineering

Delighting customers with always-on service

GILSA

GILSA migrated its mission-critical business systems to a hyperconverged infrastructure (HCI) solution based on Lenovo ThinkAgile HX3330 solutions with Nutanix Cloud Platform software and virtualized with VMware ESXi—delivering 100% availability for customer-facing services.



Lenovo

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Who is GILSA?

With its origins as a family-owned business founded in the 1940s, GILSA helps its customers breathe new life into their homes with stunning marble, porcelain and ceramic flooring, elegant kitchen units and bathroom suites, and much more. With 15 branches in Mexico and the United States, the company has been a market leader in interior decoration for over 80 years.

GILSA

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The Challenge

Building on decades of success, GILSA aims to strengthen its market position in Mexico. Through its in-store and online channels, the company strives to win new customers and grow its business.

Oscar Pérez, CIO of GILSA, says: “From our brick-and-mortar branches to our e-commerce site, we rely on our digital systems to offer a seamless customer experience. Behind the scenes, our ERP, warehouse management, and logistics systems must be online 24/7 to process and dispatch orders.”

In the past, GILSA hosted its mission-critical systems—including SAP ERP—in a private cloud environment. Built on an aging three-tier architecture, the previous IT infrastructure made a tempting target for cyber attackers. In addition, unplanned downtime was becoming an increasingly common occurrence.



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“Our private cloud platform suffered an average of three reliability and/or availability issues a month, and many of these incidents directly impacted our ability to serve customers. To solve those challenges, we looked for a fresh approach to delivering digital services to the business.”

Oscar Pérez
CIO, GILSA

Embracing cloud technology

After consulting with its strategic technology partner MKS, GILSA decided to replace its private cloud platform with a hyperconverged infrastructure (HCI) solution from Lenovo. The HCI solution is based on four high-performance Lenovo ThinkAgile HX3330 solutions with Nutanix Cloud Platform software and virtualized with VMware ESXi.

“MKS showed us how combining compute, storage, and networking into a single pool of resources would help us improve the performance, scalability, and availability of our systems,” confirms Pérez.

Hardware

Lenovo ThinkAgile HX3330

Software

SAP ERP
Nutanix Cloud Platform
VMware ESXi
VMware vSphere

Services

Lenovo Hardware Installation
Services

Achieving a seamless migration

Working with Lenovo and MKS, GILSA deployed the new HCI solution and gradually migrated its business systems. Today, the company runs 51 VMware vSphere virtual machines on the new platform, configured as a high-availability cluster to minimize the risk of downtime.

“We have now moved all our core business services to the Lenovo solution, including our SAP application servers, database services, and business intelligence [BI] platforms,” says Pérez. “We also use the HCI platform to run our infrastructure monitoring tools, as well as network services such as Microsoft Active Directory.”



“By combining flexible, high-performance HCI technology from Lenovo and Nutanix with data replication and deduplication capabilities from VMware, we have dramatically reduced the business risk of unplanned downtime for our key business systems.”

Oscar Pérez
CIO, GILSA

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Results

Through its partnership with Lenovo and MKS, GILSA has created a dependable IT infrastructure that will support its long-term business growth goals.

“Our HCI solution offers much greater performance than our previous environment,” comments Pérez. “For example, we’ve cut the runtimes for some BI reports by as much as 30%. The solution is also much easier to manage, which gives us time to focus on developing new digital services for the business.”

Most importantly, the new solution has solved the company’s availability challenges. Pérez adds: “Since we migrated to the Lenovo solution, we’ve experienced 100% uptime for our mission-critical systems—absolute perfection.”



Delivers 100% availability for critical systems



Up to 30% boost in application performance



Streamlines system management

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“We are about to celebrate the third year of our partnership with Lenovo, and in all that time our Lenovo ThinkAgile platform has never let us down. We consider Lenovo a strategic partner, and we’re looking forward to many more years of success.”

Oscar Pérez
CIO, GILSA

Why **Lenovo**?

During the vendor selection process, GILSA evaluated offerings from several leading providers against a set of core criteria, including time to market, total cost of ownership, and ease of migration.

“Our technology partner MKS played a valuable role in helping us define our requirements for a new HCI solution and assess our options,” says Pérez. “In the end, the Lenovo solution stood out as the clear winner. As well as extremely competitive pricing, Lenovo offered timely delivery. This enabled us to line up the sunsetting of our previous hardware with the go-live of the new HCI solution, avoiding the incremental costs associated with running the two platforms in parallel for an extended period.”



Partner perspective: MKS

As a strategic partner to Lenovo, MKS brought deep technical expertise and a strong track-record for solution integration projects.

Sergio Fernández, CEO of MKS, says: “We know the Lenovo solution portfolio very well, which enabled us to advise GILSA on the best way to achieve their goals. By investing time early in the project to understand the company’s current requirements and long-term growth aspirations, we helped GILSA design a solution with the optimal balance of performance and efficiency.”



How can businesses ensure always-on customer service?

GILSA uses an HCI solution from Lenovo, Nutanix, and VMware to deliver 100% availability for mission-critical systems.

[Explore Lenovo ThinkAgile solutions](#)